



MaineCare Transportation System Redesign

Speaking Up for Us Annual Meeting

October 11, 2011

http://www.maine.gov/dhhs/oms/nemt/nemt_index.html

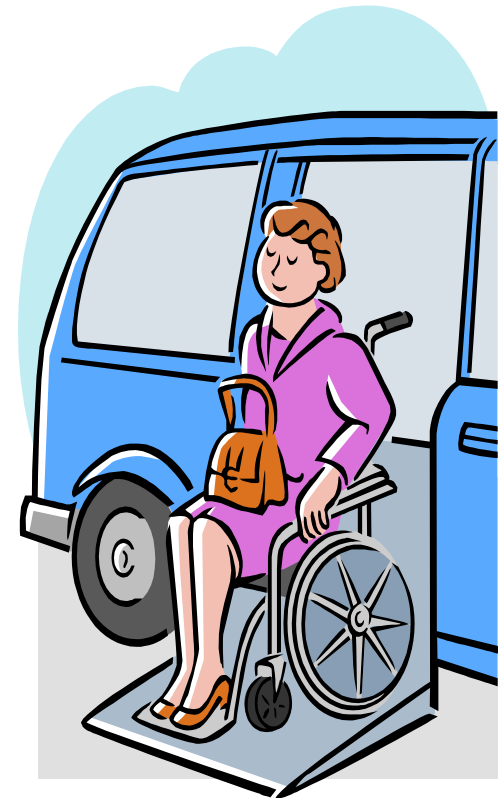
All documents and materials concerning the NEMT project reflect MaineCare's current thinking and are subject to change. No materials on NEMT web page, distributed and discussed at meetings or sent in emails or mailings are binding in any way concerning the future procurement process.

Outline

- What is MaineCare Transportation?
- The Current System & Problems
- The New System
- How Things will Change

What are MaineCare's transportation services?

- MaineCare's transportation services are used by MaineCare members.
- Members use the transportation for rides back and forth to the doctor and other MaineCare covered services.
- MaineCare transportation is not for emergencies.
- Members can use MaineCare transportation when they do not have any other way to get to the appointment on their own.



Types of Transportation

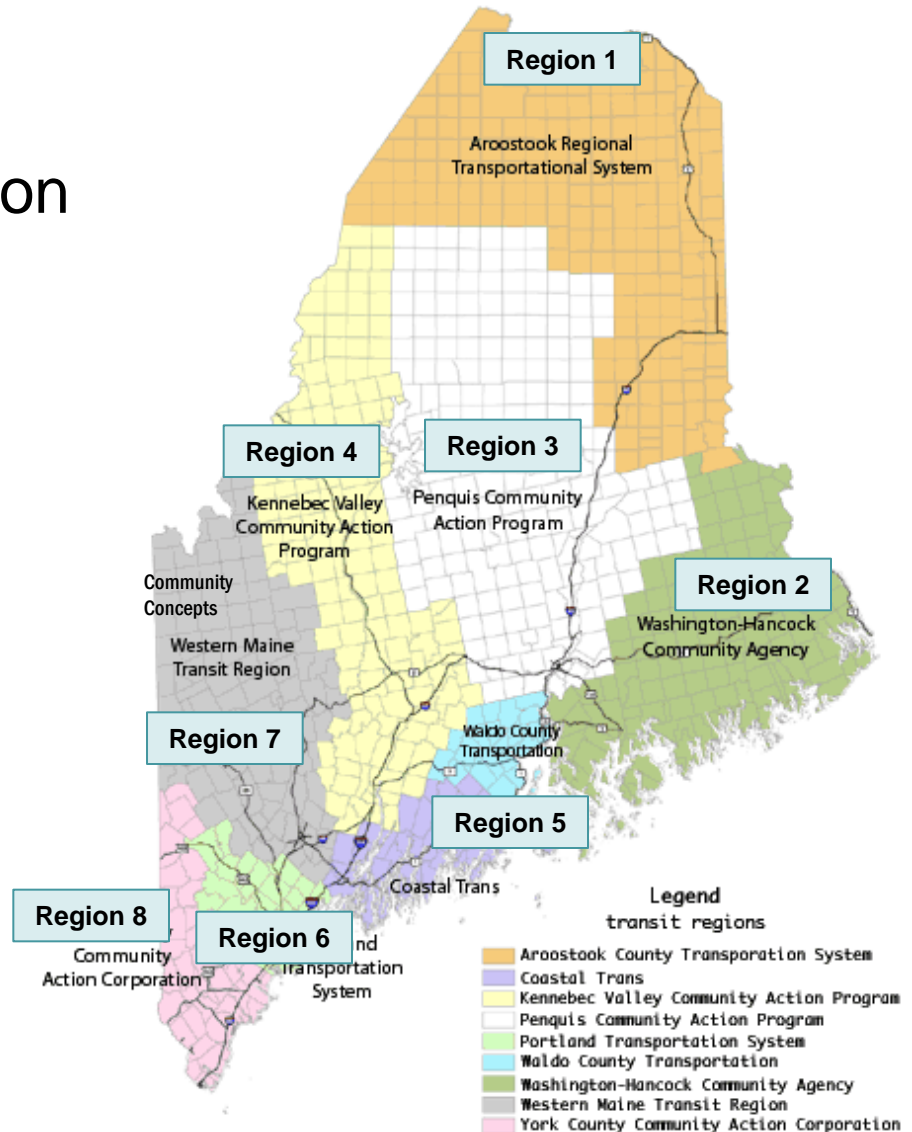
MaineCare currently pays for the following types of transportation:

- Transportation agency buses and vans
- Volunteers
- Family, friends & members
- Public buses
- Wheelchair vans
- Taxis



What is MaineCare's current transportation system?

- Right now, there are 10 Full Service Regional Transportation Providers.
- They coordinate and provide transportation in Maine's 8 transit regions.



Concerns about Transportation

Members have talked about many concerns with transportation:

- Members like being able to use MaineCare transportation.
- Members in some places across Maine are unhappy that:
 - Members have been left at appointments with no way to get home.
 - Drivers won't take them to a pharmacy or to lab tests after an appointment.
 - They have to wait a long time to get gas money or money for staying at a hotel far from home.
- Members want to be able to get to appointments on the same or next day so they do not need go to the emergency room instead.
- Drivers and other passengers are sometimes rude.

“MaineCare and whoever provides rides really have to work together because... [the transportation service] wants two days [notice] in advance. Well, your doctor doesn't see it that way and MaineCare doesn't see it that way. So they really have to get together and work it out.”

--MaineCare Member

Member Transportation Recommendations

Members have recommended:

- More hours to use service (not just 9-5 from Monday through Friday).
- Rides if members need urgent care (so members don't have to use emergency room care).
- Better reliability and timeliness of drivers.
- Be able to use the passes for public buses to get to appointments.
- Training in disabilities and different cultures so providers are respectful to all.
- Members should help design satisfaction surveys.



- The Centers for Medicare & Medicaid Services (CMS) has told MaineCare that it has to change the current transportation system. There are things that Maine is doing now that it should not be.
 - MaineCare is getting more money than its supposed to from the federal government for how its transportation system is now.
- CMS gave MaineCare some options for us to fix the problems with the transportation system in order for us to follow the rules.
- Last month we gave CMS an application that showed how our new transportation system will work.

The Department had 3 main goals as it decided how to redesign MaineCare transportation.

1. Follow CMS rules

2. Receive full federal match for transportation services

3. Improve member access to transportation



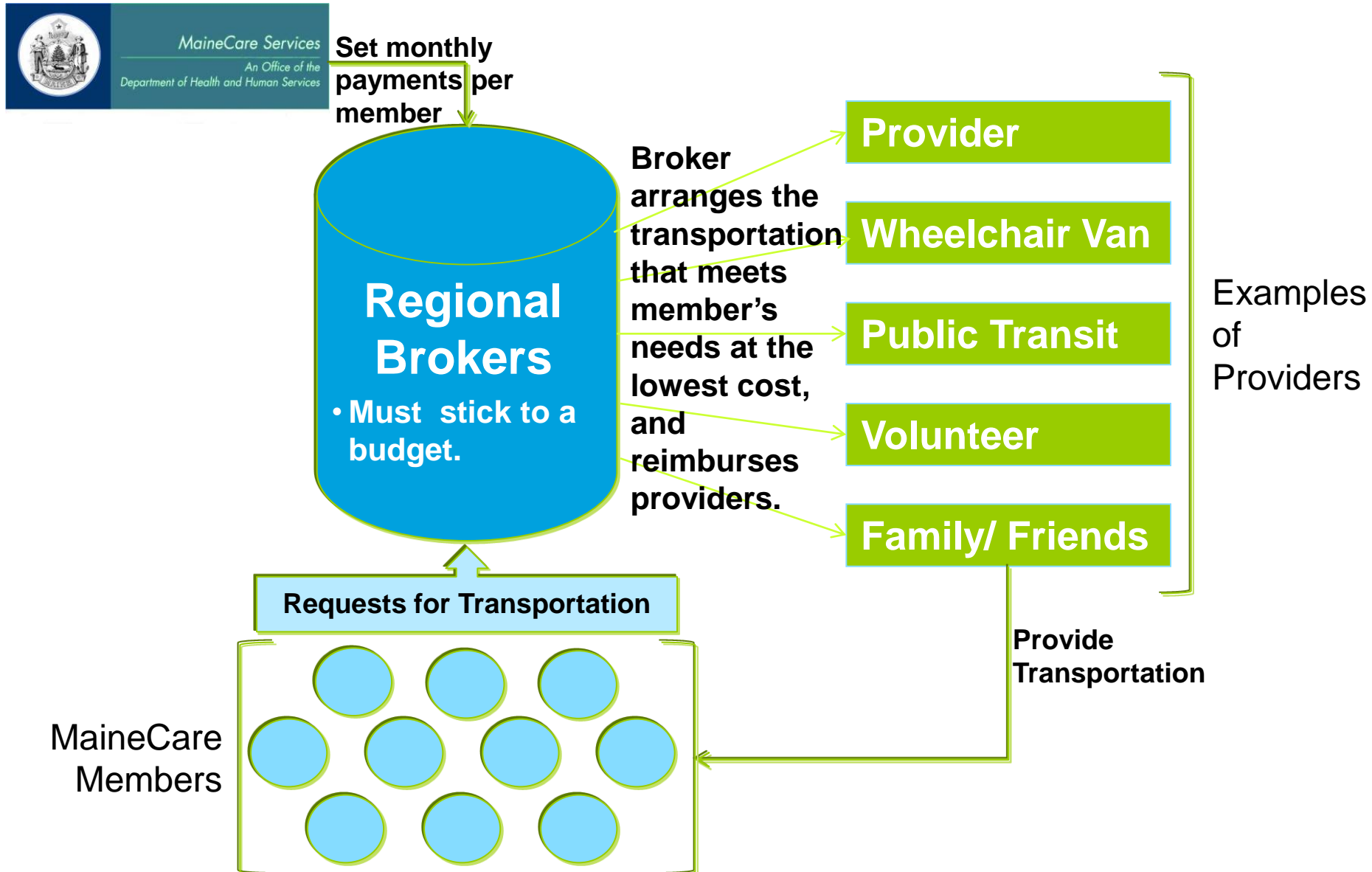
NEMT Initiative



The only way to achieve all 3 goals is to have “brokers” that coordinate transportation.

The brokers need to make sure that transportation costs do not go higher than the set amount they receive every month for each MaineCare member.

How will the new system work?



How will the new system differ from the current system?

	Right Now	Planned for next Spring
Brokers	<ul style="list-style-type: none">• 10 regional providers across 8 transit districts	<ul style="list-style-type: none">• Up to 8 brokers for 8 transit districts
Competition	<ul style="list-style-type: none">• Regional providers do not have to compete to arrange and provide transportation	<ul style="list-style-type: none">• Organizations must compete to be the broker in each region.
Budget	<ul style="list-style-type: none">• Providers don't have to worry about how much money they are costing the state to provide transportation.	<ul style="list-style-type: none">• Brokers must stay within a budget.
Member Access	<ul style="list-style-type: none">• Problems with getting to appointments late in the day, on weekends, and when needed the same day.	<ul style="list-style-type: none">• Brokers have to provide 24/7 access to transportation

How will the new system differ from the current system? (continued)

	Right Now	Planned for next Spring
Being held responsible	<ul style="list-style-type: none"> The State does not have a way to stop paying the provider if they are not doing what they are supposed to. 	<ul style="list-style-type: none"> Brokers have to meet goals to get paid all their money.
Transportation Options	<ul style="list-style-type: none"> The State only pays for member bus passes in Portland and Bangor 	<ul style="list-style-type: none"> Brokers will use all buses they can, such as ZOOM, the Kennebec Explorer, City Link, and the Bath Shuttle Bus
Reimbursement	<ul style="list-style-type: none"> Providers, volunteers, family, friends and members all receive set dollar amounts for providing transportation 	<ul style="list-style-type: none"> The Broker can pay more if they need to. The Broker has to pay at least the same amount per mile that is paid now.
Member Satisfaction	<ul style="list-style-type: none"> Providers do not report all complaints to MaineCare. There is no statewide survey of member satisfaction. 	<ul style="list-style-type: none"> Providers will need to report on all complaints to MaineCare. There will be a survey of member satisfaction every year.

MaineCare members will still have transportation.

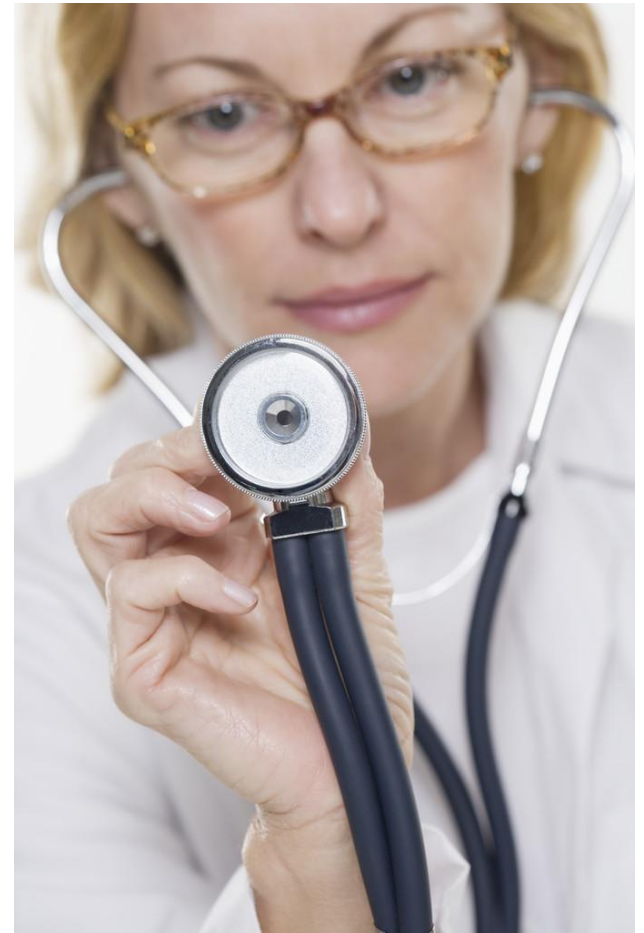
MaineCare members will still be able to get to their appointments in all the same ways they do now:

- Provider vehicles
- Volunteers
- Family, friends & members
- Public buses, plus trains and ferries
- Wheelchair vans
- Taxis



How will this change affect members?

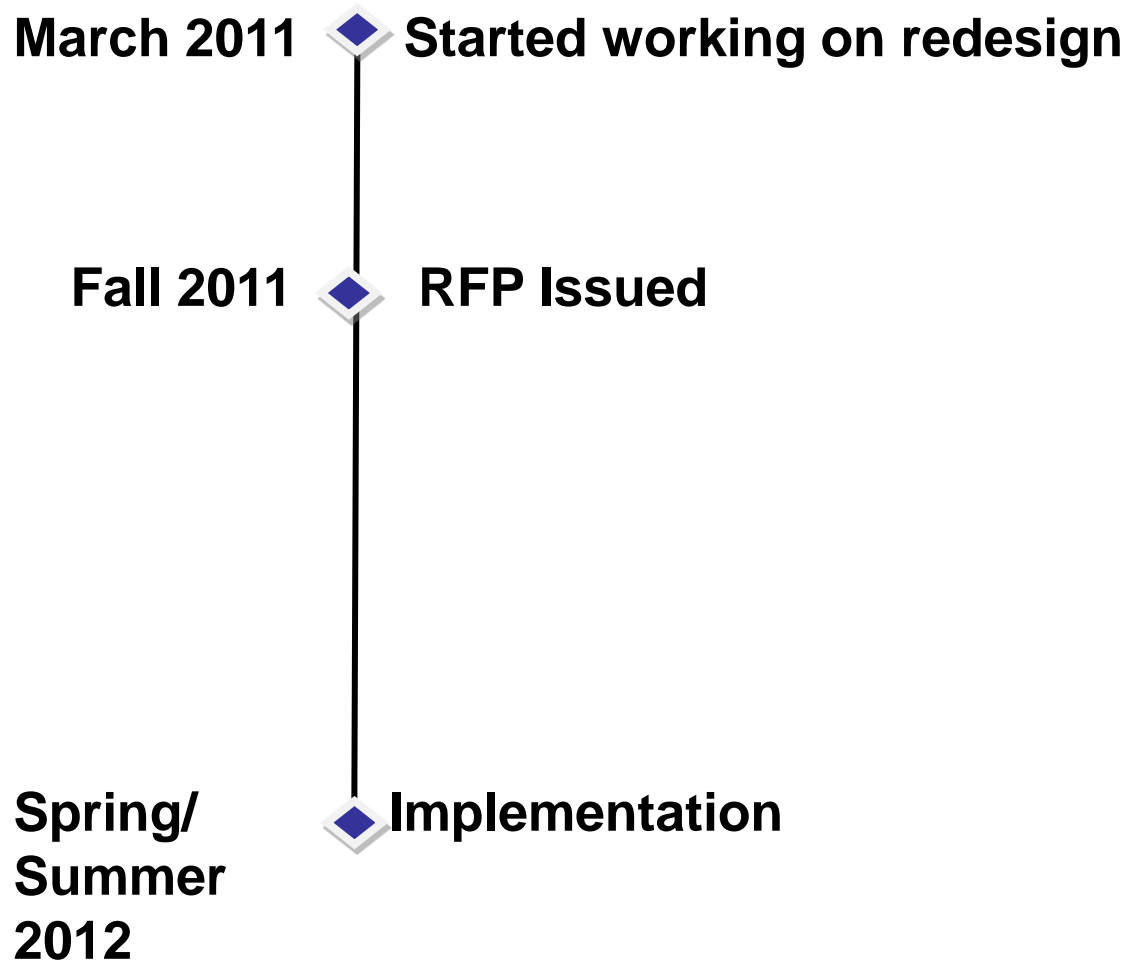
- No matter what happens, MaineCare will continue to make sure members get to their medical appointments. Doctor appointments are very important. CMS *requires* all states to provide necessary transportation to appointments.
- MaineCare recognizes that your other transportation needs are also important. MaineCare is working with the Maine Department of Transportation to try as best as it can to help your transportation for other needs continue as well.



MaineCare believes the changes to the transportation system will improve it. Improvements we expect include:

- ✓ Easier for members to get to doctor appointments after hours and on the weekends.
- ✓ Easier for members to get to doctor appointments that need to happen the same day or the next day.
- ✓ The Broker in each region has to meet goals to pick members up on time, drop them off on time, and not have them wait on the phone too long. If the Broker does not meet these goals, the Broker will not get paid all its money.
- ✓ Brokers will have to have an advisory committee in each region that has members and community organizations on it.
- ✓ Providers have to receive training in being respectful to all.

High-Level Target Timeline



Thank you!

***Please visit our MaineCare Redesign website
for materials from today and to keep up to date:***

http://www.maine.gov/dhhs/oms/nemt/nemt_index.html